

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number : 10/649,043 Confirmation No.: 4931
Applicant : William Walker Franklin
Filed : 08/26/2003
Title : System and Method for Customized Intelligent Contact Routing
TC/Art Unit : 2642
Examiner: : William J. Deane Jr.

Docket No. : 67519.001033
Customer No. : **21967**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**REVOCATION OF POWER OF ATTORNEY WITH NEW POWER
OF ATTORNEY AND CHANGE OF CORRESPONDENCE ADDRESS**

Sir:

CAPITAL ONE FINANCIAL CORPORATION, a Delaware corporation, organized under the laws of the State of Delaware, having a place of business at 1680 Capital One Drive, McLean, Virginia 22102, is assignee of total interest in the above-captioned patent application pursuant to an Assignment to CAPITAL ONE FINANCIAL CORPORATION recorded August 26, 2003 at Reel 014442, Frame 0611.

Pursuant to 37 C.F.R. § 3.73(b), the undersigned, who is empowered to act on behalf of the Assignee, hereby declares that he has reviewed the evidentiary documents of the chain of title and certifies that, to the best of Assignee's knowledge and belief, title to the above-captioned patent application is with the Assignee.

Assignee hereby revokes any and all previous Powers of Attorney in the above-identified application and hereby appoints, both jointly and severally, the practitioners associated with

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as its attorneys and agents with full power of substitution and revocation, to prosecute said patent application, including any and all continuation, divisional, renewal, substitute, reexamination and reissue applications based in whole or in part on said application, before the U.S. Patent and

Trademark Office, to transact all business in the U.S. Patent and Trademark Office connected therewith, including receiving any Letters Patent issuing thereon, and to take any and all other legal action with regard to this patent application, the following attorneys and agents of the firm of Hunton & Williams LLP:

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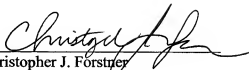
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Dated: 12/15/06

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